



## Internship and Volunteer Programs

**Mission Statement:** Promise Healthcare is dedicated to improving the health of the community through treatment, prevention, and enabling services

**Frances Nelson** is a primary care medical and behavioral health clinic dedicated to providing affordable and accessible high-quality health care services to the medically underserved of greater Champaign County. We offer income-based discounts and benefit enrollment assistance. We have bilingual Spanish/English/French/Mandarin staff and interpreters on site.

The **SmileHealthy Dental Programs** include a dental clinic, mobile services and dental health education dedicated to improving the oral health care of the underserved in Champaign County in providing preventive care, treatment, and education.

Promise Healthcare also delivers primary medical care at satellites including a Walnut St. Clinic at Rosecrance, Community Resource Center at OSF Heart of Mary Medical Center and the Urbana School Health Center.

Internship – Promise Healthcare internships are unpaid, require a minimum of 10 hours a week for a full semester plus two two-hour outreach events.

Volunteer – Community and student volunteer opportunities are unpaid and require a minimum of 4 hours a week for at least a semester.

### INTERN AND VOLUNTEER APPLICATION DEADLINES

Summer Semester 2020 due by March 15, 2020

Fall Semester 2020 due by June 15, 2020

Spring Semester 2021 due by November 15, 2020

### HEALTH REQUIREMENTS

Proof of immunization for hepatitis-B

1-Step TB test within the last 12 months

Proof of flu vaccination from November 1 through end of flu season, required for all fall and spring semester interns and volunteers

## Internship and Volunteer Opportunities

### NURSING/MEDICAL ASSISTING

Individuals are assigned to work with a Nurse, Medical Assistant (M.A.) or Certified Nurse Assistant (C.N.A.) in providing patient care. Duties include learning to room patients, check vital signs, stock exam rooms, assist in the lab, and give patients end-of-appointment instructions. Those working in this position will develop proficiency with the electronic health record (EHR) system and other aspects of patient care. **CNA, EMT, or MA certification, current CPR, provide your own stethoscope and experience with manual blood pressure and vitals and is required.**

### PATIENT SERVICES REPRESENTATIVE - REGISTRATION

Intern will work closely with the Patient Services Representatives (PSRs) to assist in providing excellent customer service to our patients. Primary duties of the registration intern could include, but are not limited to: making reminder calls for appointments, verifying patient insurance eligibility, updating patient information (demographics, insurance, etc.), researching returned mail, and entering new patient information into the electronic health record. The ideal candidate would be bilingual, preferably in Spanish, French, or Mandarin.

### PATIENT SERVICES REPRESENTATIVE – PATIENT PORTAL

Intern will work with patients to help them enroll and begin using the patient portal. Intern will assist patients to download portal smartphone application, generate portal token in electronic health record for patient, assist with using app to see upcoming appointments, test results, patient plans. May be combined with PSR/REGISTRATION The ideal candidate would be bilingual, preferably in Spanish, French, or Mandarin.

### OUTREACH AND ENROLLMENT ADVOCATE

Individuals assigned to this area assist in implementing changes in healthcare resulting from the instatement of the Affordable Care Act. Outreach and Enrollment interns and volunteers respond to a backlog of patient accounts through a Medicaid eligibility system. Using the State's electronic database and electronic health records (EHR), the advocate evaluates accounts of patients who have applied for Medicaid coverage and determines the next steps to assist the lead advocate in determining the next steps to assist patients in the enrollment process. An Illinois driver's license is preferred for this opportunity in order to register with the State of Illinois HFS MEDI system.

### PRENATAL SERVICES

Those working in this position will be on the floor, assisting with prenatal clinics, which are conducted on Wednesday afternoons and Friday mornings. Other times of the health center week are devoted to American College of Obstetrics and Gynecology (ACOG) procedures and preparations for the next week's clinics. Interns will be responsible for setting up and helping the prenatal services coordinator with whatever he/she may need. \*Shifts only available Monday through Friday between 8:30 AM and 4 PM.

### PEDIATRIC COORDINATION

Intern will work with pediatric coordinator to support preparing records for pediatric visits. Internship is an opportunity to learn about vaccination schedules and collecting vaccine history information for new patients. The intern will assist with pediatric population health management, working to attend to medical gaps for health center's pediatric patient panel.

### ADMINISTRATION SERVICES – FOOD AS MEDICINE

This intern will assist the Food as Medicine program. This program is designed to integrate healthy food into healthcare for the pediatric and prenatal population. The intern would assist with preparing daily food assistance, organizing warehouse of food, track data for monthly reporting, pantry day events, research nutritional literature, and assist in developing patient literature and assembly and distribution of bags to be given to patients. Additionally, this intern will assist on other clinical and administrative projects.

### ADMINISTRATION SERVICES – CLINICAL QUALITY IMPROVEMENT

This internship is focused on Clinical Quality Improvement, quality and incentive programs, PDSA continuous quality improvement and supporting peer review. Tasks performed may include: auditing health records, chart reviews, working in population health tools, preparing data for quality review committees, leveraging electronic health record for improving performance of quality measures.

### ADMINISTRATION SERVICES – HUMAN RESOURCES

This internship is an opportunity to assist in a variety of areas related to human resources. The intern will assist to recruit, interview, assign and support interns each semester from various higher education institutions. The position will support credentialing and privileging of providers, support staff and interns and volunteers. Assist in human resource support processes, communicating with employees, and produce weekly staff newsletter. Represents organization in community outreach, recruitment, health fair and other events.

### ADMINISTRATION – REVENUE CYCLE

Revenue cycle interns will assist with updating the new patient registration process, healthcare benefit eligibility review and updates. The intern will work on retroactive eligibility, claim denials and analysis. An Illinois driver's license is preferred for this opportunity in order to register with the State of Illinois HFS MEDI system.

### ADMINISTRATION – PATIENT EXPERIENCE SURVEY

Survey interns work on several surveys for Promise including the Patient Experience Survey, Social Media and Marketing Interviews, and smaller follow up surveys and special projects as needed for the Quality Improvement/Quality Assurance and Risk Management committee of the Board of Directors. Significant time will be spent executing surveys and interviewing patients. The intern will also be responsible for entering data into spreadsheets, drafting tracking and trending data for the board, and assisting with analysis.

### REFERRAL INTERN - CLINICAL ASSISTANCE

The Referral Intern is an administrative internship. They will work closely with our referral nurse, providing administrative support for the overall referral process. Referrals are requests made by our providers for patients to receive care from specialists outside of our clinic and/or to undergo certain tests or procedures at other institutions. Day-to-day activities will include those such as sending referrals to the appropriate specialist, following up with specialists to ensure appointments have been scheduled, and tracking and documenting the statuses of the referral requests in the electronic health record. The ideal candidate for this internship will be detail-oriented, adept at using technology, and comfortable working with people.

### MARKETING AND SOCIAL MEDIA

Intern will assist in generating content for Promise Healthcare social media presence including IG, FB & Twitter. This internship will work to educate the community, attract prospective patients and educate all patients about Promise Healthcare services and the quality care we deliver through social media marketing. Assignments may include surveying patients, assisting with media relations, and donor relations. Intern should be able to attend five evening meetings over the semester and must have a social media presence to share as part of interview.

### MEDICAL RECORDS

A long-range, all-encompassing project for individuals serving this department is the conversion of paper record-keeping to modern electronic systems of filing and storage. Interns and volunteers who work with the Medical Records Coordinator will learn the following:

- How to check for Records Release documents to be mailed or faxed, or to send to Health Port (our copy service) to copy or scan
- How to prepare releases, EHR records, and paper charts for entry into database
- Procedures for scanning daily documents, charts, and incoming records
- Application of the privacy-protecting provisions of the Health Insurance Portability and Accountability Act (HIPAA)
- How to use DataFile technologies NextGen Software.
- Maintain patient confidence by keeping patient records information confidential.
- Complete an audit trail for medical information previously filled by retrieves information in case of misfile in EMR workflows, and correct and communicate problems according to established procedures.
- Scan and file medical records from paper charts into EMR by creating and processing the patient care record folder in NextGen following the procedures.

### DENTAL – ADMINISTRATIVE/CLINICAL

Interns and volunteers are required to complete two shifts (one administrative and one clinical). Intern will work closely with a Dental Patient Services Representative during their administrative shift. Duties of interns during this time include, but are not limited to, scheduling appointments, answering incoming phone calls, registering new patients, and scanning necessary documents. Intern will get a hands-on experience on how to manage the schedule of

a fast-paced dental clinic. The duties of the interns during their clinical shift include, but are not limited to, helping turn over rooms, sterilizing instruments, and assisting the doctors with dental treatments.

*Note: DENTAL – CLINICAL interns and volunteers will have administrative duties alongside their clinical work.*

## **Applying to be an Intern**

If you are interested in the opportunities described above, please e-mail your **cover letter** and **resume, application, copy of photo ID, ranking preference sheet,** and **availability sheet** to the Intern & Volunteer Coordinator at [volunteer@promisehealth.org](mailto:volunteer@promisehealth.org).

NOTE: Staffing needs of Promise Healthcare vary over time. Not all internships are filled every academic semester or summer session; some internships may be filled by more than one student in a given semester or summer session.

NOTE: Strong preference is given to students currently enrolled in a course for which credit is earned. Promise Healthcare has determined that our patients and programs are best served by interns whose service is provided under the auspices of a structured academic program.

Interns who serve at Promise Healthcare work under the guidance of a Promise Healthcare staff preceptor who accepts responsibility for completing mid-semester and final evaluations of students' performance for submission to their academic advisor or professor.

Interns are expected to uphold commitments to the programs of Promise Healthcare and be willing to accept the broad range of projects to which they may be assigned.

**Promise Healthcare business hours:**  
**7:30 am – 8:00 pm on Monday**  
**7:30 am – 6:00 pm on Tuesday through Friday**

## **Intern and Volunteer Policy**

Promise Healthcare relies heavily on the work of interns and volunteers and values their contribution highly.

### **Purpose:**

In order to maintain a quality workplace and represent Promise Healthcare in a positive manner, we ask that all interns comply with the following policies. This policy is intended to ensure that interns have work that is safe, significant, rewarding, and appreciated.

### **Requirements:**

All interns must complete a General Orientation session before reporting to their first shift. Interns will learn about the different departments within Promise Healthcare and consent to our confidentiality statement, information systems use policy, and alcohol, drugs, and controlled substance policy. Dental clinical interns will have an additional Clinical Orientation they will have to attend before they can begin clinical work.

### **Time Commitment and Scheduling:**

Once you have agreed to be available for a particular shift, we need you to be there. In the event that you are unable to be at your shift, please call the Intern and Volunteer Coordinator at 217-403-5401. The Intern and Volunteer Coordinator will be responsible for organizing the recruitment, training, and supervision of interns and volunteers.

### **Supervision:**

All interns will receive a preceptor that will provide appropriate supervision for their duties.

### **Signing in:**

You must sign in each time you come to work and sign out each time you finish your shift. If you fail to log your hours, we cannot verify your presence here. If you take a lunch break, that will not be included in your service hours.

### **Dress Code:**

We require that all interns wear business casual attire with the exception of clinical shifts. Friday interns can wear jeans but no t-shirts. No fragrance allowed as some patients and staff are allergic to many fragrances. Interns in inappropriate attire will be prohibited from interning for that shift. For the duration of your service, you will be wearing a name tag. These will be located in the Volunteer Services room and should be returned after every shift.

For clinical shifts, please wear clean scrubs, nonslip close-toed shoes and bring your own stethoscope. Friday interns can wear jeans but no t-shirts. No fragrance allowed as some patients and staff are allergic to many fragrances. Interns in inappropriate attire will be prohibited from interning for that shift.

### **Workplace Safety:**

Interns should conduct themselves in a way that promotes safety for themselves, co-workers, and clients. Interns should never put themselves or others in a situation that makes them fearful or uncomfortable. If you feel uncomfortable, please notify a staff member immediately.

**Injury:**

In the case that any personal injury occurs while interning for Promise Healthcare, interns/volunteers should immediately report the incidence to a staff member. Interns and volunteers are not covered under the organization insurance for injury to themselves. If necessary, seek medical attention at a facility in-network with your coverage.

**Feedback:**

Promise Healthcare encourages interns to ask questions, make suggestions, and voice concerns about our organization. We are always open to new ideas and comments, so if you have any to share, please speak with the staff.





OPERATING FRANCES NELSON AND SMILEHEALTHY

### Application/Information Page

Name \_\_\_\_\_  
Last First Middle Initial

Local Address \_\_\_\_\_  
Street City State Zip

Permanent Address (if different from above) \_\_\_\_\_  
Street City State Zip

Cell Phone \_\_\_\_\_ Home Phone \_\_\_\_\_

Email Address \_\_\_\_\_

For Students: Year in School \_\_\_\_\_ Major \_\_\_\_\_

Are you required to do an internship for course credit? Yes \_\_\_\_\_ No \_\_\_\_\_

\*If so, please list the number of hours you need to complete \_\_\_\_\_

#### Emergency Contact Information (please list two):

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Cell Phone \_\_\_\_\_ Home Phone \_\_\_\_\_

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Cell Phone \_\_\_\_\_ Home Phone \_\_\_\_\_

All applicants must provide a valid driver’s license, state-issued ID or passport for identification purposes. Please include a copy of your resume with your application. Providers and other licensed or certified assistants will need to be credentialed to deliver care.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

**Availability**

<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>
_____	_____	_____	_____	_____
To	To	To	To	To
_____	_____	_____	_____	_____

Expected hours of service per week: \_\_\_\_\_



OPERATING FRANCES NELSON AND SMILEHEALTHY

Name: \_\_\_\_\_

Languages spoken: \_\_\_\_\_

### Ranking Preferences

Please rank all available positions on a scale 1-15 with 1 being the most wanted and 15 being the least. Please use each number only once.

- \_\_\_\_ Nursing/Medical Assisting  
    \*Requires MA, CNA, or EMT certificate and experience with manual BP and vitals
- \_\_\_\_ Patient Services Representative - Registration
- \_\_\_\_ Patient Services Representative – Patient Portal
- \_\_\_\_ Outreach and Enrollment Advocate
- \_\_\_\_ Prenatal Services
- \_\_\_\_ Pediatric Coordination
- \_\_\_\_ Administration Services – Food as Medicine
- \_\_\_\_ Administration Services – Clinical Quality Improvement
- \_\_\_\_ Administrative Services – Human Resources
- \_\_\_\_ Administrative Services – Revenue Cycle
- \_\_\_\_ Administrative Services – Patient Experience Survey
- \_\_\_\_ Referral Intern – Clinical Assistance
- \_\_\_\_ Marketing and Social Media  
    Graphic design skills? (circle one)   Excellent    Good    Basic    None
- \_\_\_\_ Medical Records
- \_\_\_\_ Dental: Clinical & Administrative (requires 1 admin. shift for each clinical shift)  
    Interest in mobile? \*Requires reliable transportation   Yes or No